

RAJIV GANDHI UNIVERSITY

(A Central University under M/O Education, Govt. of India)
Rono Hills, Doimukh, Arunachal Pradesh – 791112, India



MANDATORY DISCLOSURES 2023 – 2024

**(Part – D)
E-Governance**

E-Governance

4.1. Language in which Information Manual/Handbook Available [F No. 1/6/2011- IR dt. 15.4.2013]

4.1.1. English

The details of the documents and their linguistic presentation is given below:

Documents / Reports etc.	English	Hindi
RGU Website	Yes	Yes
RGU Act 2016 and Statute	Yes	No
All Ordinances	Yes	Yes
RTI Manual / Handbook	Yes	No
Minutes of EC/AC/FC/Other Committees	Yes	No
Admission Bulletin	Yes	No
Letters / Office Orders/ Instructions etc.	Yes	Yes

4.1.2. Vernacular/ Local Language

As above

4.2. When was the information Manual/Handbook last updated? [F No. 1/6/2011- IR dt 15.4.2013]

4.2.1. Last date of Annual updation

Last date of updation was 1st July 2024

4.3. Information available in electronic form[Section 4(1)(b)(xiv)]

4.3.1. Details of information available in electronic form

1. The University's English Website (<https://rgu.ac.in/>), and Hindi Website (<https://rgu.ac.in/?lang=hi>) serves as a channel of communication with the members of the public in relation to the formulation of policy and its implementation.
2. All Ordinances are presented in both English and Hindi and available at <https://rgu.ac.in/act-ordinances/>.
3. RTI Act in English and Hindi Language – available at <https://rgu.ac.in/right-to-information-cell/>.
4. The website of the university (www.rgu.ac.in) includes information with respect to the following in the electronics form
 - a. About the organization

- b. Vision and Mission
- c. Acts and Ordinances
- d. Important Documents
- e. Organisational Chart
- f. Statutory Bodies – EC, AC, FC, CDC, Advisory Committee & All Statutory Bodies Members & Minutes of Meeting
- g. Faculty Members
- h. Academics
- i. Publications
- j. Projects
- k. Happenings and Regular update of Activities
- l. All schools & departments (each department has individual webpage containing all information about the deptt.) and Institutes and Centers
- m. Different Cells and committees
- n. NAAC-SSR, and NIRF
- o. Almuni
- p. Acts, Statutes & Policies
- q. Reservation Roster/Registers
- r. Information of Administrative officers & staff
- s. IQAC Cell
- t. Research Facilities & Other infrastructure
- u. Information regarding ongoing admissions, examinations, results,
- v. Recruitments
- w. Notifications
- x. University publications, forms, directory
- y. Tenders and quotations
- z. Any other information required to be updated from time to time

4.3.2. Name/ title of the document/record/ other information

As Above

4.3.3. Location where available

All the above information are available in the website www.rgu.ac.in under different heads/ subheads / Tabs.

**4.4. Particulars of facilities available to citizen for obtaining information
[Section4(1)(b)(xv)]**

4.4.1. Name & location of the facilities

All the following facilities are available in the campus of the University.

- i. Intranet facilities
- ii. Updated Website & the Softcopy of Annual Report, Finance Report, Admission Prospectors, Reservation Roasters/Registers, RTI Information Manual, RGU Publications, Acts & Policies, Rules & Regulations, Purchase Orders, Important Notifications, e-print resources and other manuals can be downloaded free of cost from University's website
- iii. RTI Cell
- iv. RTI Manual uploaded in the website
- v. The University has updated the maximum information on its official Website (www.rgu.ac.in) to facilitate all stakeholders. The records which comes under suo-moto declaration are available online on University Website. The hard copies of these records are available with Section heads / HoD and respective departments/ branches/ sections/ centers, and can be as per the provisions of RTI Act 2005.
- vi. The University provides all relevant information through its website. However, one may approach the following officials for obtaining information.
 - a. Academic courses offered by the University -Joint Registrar (Academic/Conference) / Deans of the Faculties / Concerned Department Head (HoD) / Director of the Centers
 - b. Admission and admission related- (Academic/Conference) / Deans of the Faculties / Concerned Department Head (HoD) / Director of the Centers
 - c. Examination – Controller of Examinations (CoE) / Joint Registrar (Examinations) / AR (Examinations)
 - d. Recruitment- Registrar / DR(Establishments) / AR(Establishments)
 - e. Purchase- Registrar/ Assistant Registrar (Finance)/ Estate Officer / Joint Director (CC)
 - f. Construction Works- Registrar/Executive Engineer
 - g. Financial Matters - Finance Officer / Joint Registrar (Finance)/ AR(Finance) & DDO
 - h. Library – Librarian

4.4.2. Details of information made available

As above and as stated in earlier sections / parts of the manual

4.4.3. Working hours of the facility

1. Working Hours: - The teaching departments and administrative offices of the University unction five days a week from Monday to Friday as per Central Government working hour pattern. Normal working hours is 9.30 a.m. to 5.00 p.m. in Summers (April to mid-October) and 9.00 a.m. to 4.30 p.m. in Winters (Mid October to March End)
2. Library working hours: 9.00 a.m. to 08.00 p.m. (All Working days): The Library facility (reading only) is available to the members of the public. Any persons may visit the Library with permission of the Librarian and use the reading room facility on all working days. <https://rgu.ac.in/news/>.

4.4.4. Contact person & contact details (Phone, fax email)

Details are available on the website:

<https://rgu.ac.in/>

<https://rgu.ac.in/employee-details/>

4.5. Such other information as may be prescribed under Section 4(i)(b)(xvii)

4.5.1. Grievance Redressal Mechanism

The University is monitoring and addressing the various grievances of different stakeholders and general public through its robust public grievances cell. The university grievance cell is working under the Centralized Public Grievance Redress and Monitoring System, which is an online web-enabled system over NICNET developed by NIC in association with the Department of Administrative Reforms and Public Grievances (DARPG) with an objective of speedy redress and effective monitoring of grievances by Ministries/ Departments/ Organizations of Government of India.

Generally, grievances are received either on online portal i.e., CPGRAM or offline (through post/emails) etc. Once grievance is received the same is forwarded to the concerned branch/office for providing inputs/reply. If necessary, a committee is also constituted to examine the grievances. Based on the reply received from concerned office/branch or recommendations of the Committee, the grievance is disposed accordingly after the approval of the Competent Authority.

The university also set up the following Committees / Cells to redress the grievances of its stakeholders:

- a) Internal Complaint Committee
- b) Advisory Committees
- c) SC-ST Cell
- d) Minority Cell
- e) OBC Cell
- f) Admission Monitoring and Grievances Redressal Committee

Information is available online under the links:

<https://rgu.ac.in/public-grievances-cell/>

<https://rgu.ac.in/internal-complaint-committee/>

<https://rgu.ac.in/advisory-committees/>

<https://rgu.ac.in/sc-st-cell/>

<https://rgu.ac.in/minority-cell/>

<https://rgu.ac.in/obc-cell/>

https://rgu.ac.in/wp-content/uploads/2022/01/Committee-notification-5.01.2022_0001.pdf

<https://rgu.ac.in/wp-content/uploads/2022/08/circular-regardingadmission.pdf>

4.5.2. Details of applications received under RTI and information provided

Submission of quarterly report. Appendix - 6 Link: <https://rgu.ac.in/right-to-information-cell/>.

4.5.3. List of completed schemes/ projects/ Programmes

Available on the website link: <https://rgu.ac.in/projects/>

4.5.4. List of schemes/ projects/ programme underway

Available on the website link: <https://rgu.ac.in/projects/>

4.5.5. Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract

The details are available in the website under the link: <https://rgu.ac.in/tender/>.

4.5.6. Annual Report

Available on the website <https://rgu.ac.in/annual-reports/>

4.5.7. Frequently Asked Question (FAQs)

Available on the website
<https://admissions.rgu.ac.in/>
<https://rgu.ac.in/FAQS/>

4.5.8. Any other information such as - (a) Citizen's Charter, (b) Result Framework Document (RFD), (c) Six monthly reports on the website, (d) Performance against the benchmarks set in the Citizen's Charter

Details	Weblink
Citizen's Charter	
Result Framework Document (RFD),	
Six monthly reports on the website,	
Performance against the benchmarks set in the Citizen's Charter	

4.6. Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]

4.6.1. Details of applications received and disposed

Available on the website <https://rgu.ac.in/right-to-information-cell/>

4.6.2. Details of appeals received and orders issued

Available on the website <https://rgu.ac.in/right-to-information-cell/>

4.7. Replies to questions asked in the parliament[Section 4(1)(d)(2)]

4.7.1. Details of questions asked and replies given

Record attached in the web link:

<https://rgu.ac.in/right-to-information-cell/>

<https://rgu.ac.in/parliamentary-questions/>